

STAY CONNECTED *with* LIFELINE

NORTHERN NEVADA

1150 E. William Street
Carson City, NV 89701
Phone: (775) 684-6101
Fax: (775) 684-6110

Consumer Complaints: (775) 684-6100



SOUTHERN NEVADA

9075 W. Diablo Dr., Ste. 250
Las Vegas, NV 89148
Phone: (702) 486-7210
Fax: (702) 486-7206

Consumer Complaints: (702) 486-2600

Lifeline is a government benefit program that provides monthly discounts on ONE telephone service (wireline or wireless) for eligible low-income consumers. Lifeline service is a non-transferable benefit and is available to eligible low-income consumers in every state, territory, commonwealth, and on tribal lands. The discount is \$9.25 per month for non-tribal consumers and up to \$34.25 per month on basic telephone service for subscribers living on tribal lands. Federal rules prohibit eligible consumers from receiving more than one Lifeline service per household.

WHO IS ELIGIBLE FOR THE PROGRAM?

Consumers must meet income requirements or participate in one of the following programs to be eligible:

- Medicaid
- Supplemental Nutrition Assistance Program
- Supplemental Security Income
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program
- Temporary Assistance to Needy Families
- National School Lunch Program's Free Lunch Program
- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Head Start (if income eligibility criteria are met)
- State assistance programs (if applicable)

LIFELINE ELIGIBILITY PRE-SCREENING TOOL

To see if you are eligible, use the online Lifeline Eligibility Pre-Screening Tool at www.lifelinesupport.org.

HOW DO I ENROLL?

Apply for Lifeline through your local telephone company. To locate a Lifeline provider in Nevada, visit www.lifelinesupport.org or review the chart on page two of this fact sheet.

HOW DO I VERIFY MY ELIGIBILITY?

Consumers may be required to certify and provide documentation to prove that the subscriber, or a member of the subscriber's household, including dependants, participates in a qualifying program or meets the income qualifications for Lifeline eligibility.

For program eligibility verification, acceptable documentation includes:

- Current or prior year's statement of benefits from a qualifying program
- Notice letter of participation in qualifying program
- Program participation documents
- Another official document of a qualifying program

For income eligibility verification, acceptable documentation includes:

- Prior year's state, federal or tribal tax return
- Current income statement from an employer or paycheck stub
- Social security statement of benefits
- Veterans Administration statement of benefits
- Retirement or pension statement of benefits
- Unemployment or workers' compensation statement of benefits
- Federal or tribal notice letter of participation in general assistance
- Divorce decree, child support award, or other official document containing income information

The consumer must present the same type of documentation covering 3 consecutive months within the previous 12 months if the documentation does not cover a full year of income.

DO I NEED TO RECONFIRM MY ELIGIBILITY EVERY YEAR?

Yes, every year. Once you are enrolled in Lifeline, you must verify your continued eligibility on an annual basis. You will be contacted by your service provider to reconfirm that you remain eligible. If you don't reconfirm

your eligibility, you may lose your Lifeline benefit.

If you become ineligible for the benefit, either because your income has increased, you no longer qualify for a federal benefit program, or someone else in your household gets a Lifeline service, you must contact your provider immediately to de-enroll from the program otherwise you may be subject to penalties.

HOW IS HOUSEHOLD DEFINED FOR PURPOSES OF THE LIFELINE PROGRAM?

A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline provides one discount per household. The Lifeline Eligibility Pre-Screening Tool available at www.lifelinesupport.org can help you determine who is considered to be a member of your household.

WHAT IF I AM RECEIVING MORE THAN ONE LIFELINE SERVICE?

Households with duplicate Lifeline services (wireless and/or wireline) must select a single provider and de-enroll from other Lifeline programs. Consumers violating the one per household rule may be subject to criminal and/or civil penalties.

DOES THE PHONE SERVICE HAVE TO BE IN THE NAME OF THE PERSON RECEIVING THE PROGRAM BENEFIT?

The phone service does not need to be in the name of the person receiving the benefit; however, the person who qualifies for Lifeline must be a member of the same household as the subscriber.

WHAT IF I HAVE FREE LIFELINE?

If you receive Lifeline for free, you must use your service every 60 days in order to maintain the benefit.

NEVADA LIFELINE SERVICE PROVIDERS

Name	Phone	Service Type
Budget Mobile	888-777-4007	Wireless
Absolute Home Phones/ Absolute Mobile	800-495-5765	Wireless
Access Wireless	800-464-6010	Wireless
Safelink Wireless	800-SAFELINK	Wireless
TerraCom	877-351-4747	Wireless
Reachout Wireless	877-870-9444	Wireless
Cricket Communications	800-975-3708	Wireless
Q Link Wireless	855-754-6543	Wireless
Total Call Mobile	800-661-7391	Wireless
Tag Mobile	866-959-4918	Wireless
AT&T	800-288-2020	Home Phone
Beehive Telephone Co.	775-478-6611	Home Phone
CenturyLink	800-407-5411	Home Phone
Excella Communications	702-380-5600	Home Phone
Citizens Telephone Co.	800-921-8093	Home Phone
Rural Telephone Company	888-366-7821	Home Phone
Frontier Communications	800-921-8101	Home Phone
Filer Mutual Telephone Co.	775-755-2301	Home Phone
Lincoln County Telephone	775-962-5131	Home Phone
Moapa Valley Telephone	702-397-2601	Home Phone
Rio Virgin Telephone & Cablevision	702-346-5211	Home Phone
Oregon-Idaho Utilities	800-847-5302	Home Phone

WHERE CAN I GET MORE INFORMATION?

For more information about eligibility, how to apply for Lifeline benefits, or what to do if your household is receiving more than one Lifeline discount, visit www.lifelinesupport.org. You may also call the Federal Communications Commission at 1-888-225-5322.

